

CUB Consumer Inquiry

Santanna Cross ex. 3

Date: 7/18/2002

Call Taken By:

Martin

Utility Company: SANTANNA ENERGY

Concern: Fraud/Deception

Callers First Name: L [REDACTED]

Last Name: B [REDACTED]

Account First Name: L [REDACTED]

Last Name: B [REDACTED]

Address: [REDACTED]

City Joliet

State: IL

Zip

Account#:

Work Phone:

Ext:

Home Phone: [REDACTED]

Cell:

Pager:

Summary: Caller says that someone came to their door representing themselves as a NiCor employee. She says she was told she was due a refund, she just had to sign a form. Much to her surprise, her next bill shows Santanna as her supplier. She is very upset that this not only happened to her, but to many others in her neighbor. She says she has been unable to contact Santanna to get out of the contract. She says she was solicited on 6/25/02 or 6/26/02.

OFFICIAL FILE

ILL. C. C. DOCKET NO. 02-0441

Santanna Cross Exhibit No. 3

Witness

Date 8/28/02 Reporter CB

CUB Utility Response: Contact Ms. Brosky